HRLSC | 2011-12 Annual Report

Human Rights Legal Support Centre

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About our front cover

Calming thoughts, by Ann Davidson (acrylic on canvas)

Ann Davidson has studied at Sheridan College and Ontario College of Art. She has been selling and exhibiting her acrylic paintings since the early 80's in public and private galleries and her work is in many corporate collections.

About Workman Arts - www.workmanarts.com

Workman Arts (WA) facilitates aspiring, emerging and established artists with mental illness and addiction issues to develop and refine their art form through its arts training programs, public performance/exhibit opportunities and partnering with other art organizations. As well, WA promotes a greater public understanding of mental illness and addiction through the creation, presentation and discussion of artistic media.

2012 marks Workman Arts 25th Anniversary. Workman Arts is a proud partner of the Centre for Addiction and Mental Health.

Message from the Chair

I am very pleased to be able to present the Attorney General of Ontario with the Annual Report of the Human Rights Legal Support Centre for 2011/12.

It takes courage to file a human rights application. A person who asserts their rights may face harassment, exclusion and even job loss - but they do it because they want to make sure that what happened to them will not happen to someone else.

In this year's Annual Report, you will read about how the Centre has assisted many individuals to claim and enforce their human rights, including the story of a brave young man who took on a whole school board. His traumatic experiences of being excluded and isolated led him to file a human rights application and the Human Rights Legal Support Centre negotiated a settlement that led to changes in the practices, policies and procedures of Ontario's largest school board.

My Board colleagues and I are proud to support the work of the Centre as our staff continue to provide quality legal services in response to over 25,000 inquiries a year. Over the course of this past year we made a significant improvement in the percentage of answered calls to our summary advice line, increasing our response rate to 81%. At the same time, our lawyers have provided legal services to more individuals than in any previous year – almost 2,400 during the 12-month period covered by this report.

The Centre continues to rely on partnerships and innovative programs to expand the scope and reach of its services across Ontario. Our lawyers travel to provide representation at mediations and hearings in all regions. In addition, we have lawyers housed in legal clinics in Ottawa, Sault Ste. Marie, Guelph, Thunder Bay and Windsor and have partnered with student legal assistance programs that can provide additional services in Toronto and Ottawa. The Centre has established an intensive legal education program with Osgoode Hall Law Faculty at York University to accept 6 students per term in almost full time placements during the school year and through the summer. These partnerships, and our panel of pro bono lawyers, have allowed us to augment our resources and offer extended and local service that would otherwise not be possible.

> People don't come to the Centre for personal gain. They want to make sure the discrimination that happened to them will not be repeated.

This year, the Centre supported the work of the Ontario Human Rights Review, an independent review of Ontario's human rights system. The mandate of the Review, as established in the legislation, is to consider the effectiveness of the changes to the human rights system that came into force in 2008. The Centre met with community and advocacy organizations and posted detailed information on its website to assist those interested in participating in the Review. We look forward to the final report.

The Board and staff of the Centre are proud to have the opportunity to support the thousands of individuals who have, in the past year, given their time and energy to making sure all Ontarians have equal rights and opportunities.

Patrick Case, Chair
Board of Directors

Why do we need Human Rights protections in Ontario?

Discrimination should be a thing of the past. Unfortunately, despite the fact that real progress is being made, many of us continue to be treated differently because of personal characteristics such as sex, disability, age and race. Much of the discrimination faced by Ontarians takes place in workplaces, in accessing services and in rental housing.

Discrimination in Ontario's rental housing market

New immigrants continue to experience discrimination in finding rental accommodation. The Toronto Star reported on the story of Rafiqul Islam who was required to pay his landlord $8,600 of rent upfront in order to rent a bachelor apartment in Mississauga.

Unaware of tenants' rights under Ontario law, new immigrants like Islam are being asked by landlords to pay as much as a full year of rent upfront to secure their first home because they have no Canadian employment or credit history.

"Exploitive rent demands 'a norm' for newcomers"
Toronto Star, January 29, 2012

Discrimination in Ontario's job market

Ethnic background and race continue to be factors in the job market in Ontario. This was highlighted in a recent report published by the Centre for Excellence in Research on Immigration and Diversity called *"Why do some employers prefer to interview Matthew, but not Samir? New evidence from Toronto, Montreal and Vancouver"* by Philip Oreopoulos and Diane Dechief.

http://riim.metropolis.net/assets/uploads/files/wp/2011/WP11-13.pdf

This report demonstrates that significant discrimination based on ethnicity exists today in Toronto and other large Canadian cities. Employers in smaller communities are also likely to prefer applications from individuals with "English-sounding" names. The study found that, "resumes with English-sounding names are 35 percent more likely to receive callbacks than resumes with Indian or Chinese names."

What is discrimination?

Under Ontario's *Human Rights Code*, you can file a human rights application if you have experienced discrimination or harassment because of your race, gender/sex (including pregnancy), sexual orientation, gender identity, gender expression, colour, ancestry, place of origin, ethnic origin, marital status (including common-law, divorced, same-sex and separated relationships), age, disability, citizenship, family status or religion.

You can also file an application if you are discriminated against in housing because you receive social assistance, or if you are discriminated against at work because of a criminal record for which a pardon has been granted.

About Us

The Human Rights Legal Support Centre ("the Centre") is an independent agency, funded by the Government of Ontario, that provides legal services to people whose right to be free from discrimination under the *Human Rights Code* ("*Code*") has been violated.

The Centre is one of three human rights agencies under Ontario's *Code*. The other two agencies are the Human Rights Tribunal of Ontario ("the Tribunal") and the Ontario Human Rights Commission ("the Commission"). The Tribunal is the adjudicative body that accepts human rights applications and decides if an individual's rights have been violated. The Commission works to promote, protect and advance human rights, primarily through research, education and policy development.

The Centre's role is different from that of the Tribunal or the Commission. The Centre provides legal assistance to people who have been subjected to discrimination in the key areas of daily life covered by the *Code* – for example in the workplace or in seeking employment, in accessing services or in using facilities, in obtaining housing and in entering into contracts.

The Centre helps individuals to identify discrimination and to decide whether or not to take legal steps to address an experience or incident of discrimination.

Our services

The Centre provides a range of free legal services:

- Assistance in negotiating an early resolution – we can call or write to a potential respondent before filing a human rights application;
- Legal advice on whether the Human Rights Tribunal is the best forum for resolving an issue (e.g. is there another better legal route?);
- Assistance in preparing and filing an application;
- Ongoing assistance or representation in settlement negotiations;
- Assistance in preparing for a mediation or hearing;
- Representation at the mediation or hearing;
- Advice or representation in enforcing a Tribunal order after a successful hearing.

Preventing future discrimination

The Centre works with people who have been discriminated against to find solutions that will benefit the individual as well as the broader community. When the Centre wins a case after a hearing or negotiates an agreement for an applicant, we look for compensation for the individual but also a "public interest remedy" to try to make sure that the discrimination will not happen in the future.

MANDATE

The Human Rights Legal Support Centre advances equality and protects human rights by providing a range of accessible and high quality legal and support services to those who have faced discrimination contrary to Ontario's human rights laws.

VISION

The Human Rights Legal Support Centre strives to be a leader in advancing equality, in protecting human rights and in supporting every person's right to live and work with dignity and respect.

How does the Centre provide legal services?

Stage-by-stage legal services

Legal services, including representation, are provided on a stage-by-stage basis – for settlement negotiations, for filing, for mediation and for the hearing. This allows us to match the level and extent of service at each stage to a number of factors including the needs of the individual, the merits of the claim and the complexity of the evidentiary and legal issues. By offering service in this way, the Centre is able to stretch and maximize its resources to assist a greater number of people.

Accessible, immediate, client-focused service

- Toll-free telephone and TTY access anywhere in Ontario;
- Staff can provide service in over 10 languages; immediate interpretation is available in 140 languages;
- Calls can be made by an individual or with the assistance of a community or advocacy organization;
- Interviews with lawyers are arranged with the assistance of a Human Rights Advisor;
- If a person has a visible or invisible disability, accommodation is provided.

Priority access for disadvantaged applicants

Under the *Code*, the Centre's services are not restricted to individuals who meet prescribed criteria. However, the Centre has managed its limited resources to give priority service, including full representation, to individuals who are particularly disadvantaged and who would face heightened barriers in navigating the human rights process without legal assistance.

Some of the factors we take into account when establishing priority service:

- Marginalization associated with a *Code* ground;
- Lack of fluency in English or French;
- Disability (including our accommodating *Code*-related needs);
- Poverty;
- Recent arrival in Canada;
- Unfamiliarity with legal processes;
- Literacy level;
- Absence of other supports in daily living.

A full list of the criteria can be found on the Centre's web site at: http://www.hrlsc.on.ca/en/EligibilityGuidelines.aspx

Here to help

The Human Rights Legal Support Centre telephone helpline allows us to connect with individuals in all parts of the province who want our help in dealing with an incident or experience of discrimination.

Human Rights Advisors answer over 25,000 inquiries a year, providing immediate legal information and advice.

Our Human Rights Advisors are highly trained and listen carefully to:

- Help the caller determine if they have been subjected to discrimination under the *Human Rights Code;*
- Help the caller decide if they want the Centre to intervene with the person who discriminated (e.g. landlord or employer) to try to get an immediate resolution;
- Help the caller decide if they want to take legal steps to address the negative impact of the discrimination;
- Assist the caller to file a human rights application to the Tribunal;
- Provide the caller with legal services as the human rights application proceeds through the Tribunal process.

Finding a solution without litigating

The Centre's Human Rights Advisors devote time to helping callers explore solutions other than litigation. For example, Human Rights Advisors will:

- Help to draft a letter to an employer asking for accommodation of disability-related needs;
- Identify community resources available to address needs and offer a non-legal solution;
- Assist in developing an accommodation strategy for a student with special needs.

Sometimes one call can resolve an issue before engaging the full legal process.

Often the first task of a Human Rights Advisor is to see if there are steps that the caller could take to address their problem informally. If informal steps have been exhausted, there may be an opportunity to negotiate a more formal resolution with an employer, service provider or landlord. The Centre's Early Resolution Team can go to the next level of intervention – contacting the potential respondent to discuss how both sides can work together to avoid litigation.

In more complex situations where the potential applicant is seeking an early resolution, our Human Rights Advisors will arrange for the individual to meet with one of our lawyers. With instructions, a lawyer will contact the potential respondent or send a demand letter to try to resolve the dispute prior to filing an application at the Tribunal.

This is what claiming rights looks like

Early intervention, early resolution

Sometimes the Centre can intervene quickly to solve a problem before the application process is started. Here are two true stories, anonymized, from our 2011-12 cases:

Pregnancy should not be cause for discipline
A woman worked for a company for several years and received a promotion. However, as soon as her direct supervisor learned that she was pregnant, management started documenting alleged shortcomings in her work. She was put on a discipline plan and her requests for pregnancy-related accommodation were ignored.

The Centre negotiated the removal of the discipline plan from the client's personnel file and appropriate accommodation of her needs.

Housing transfer to accommodate disabilities
An older couple with multiple disabilities were refused a transfer to a larger subsidized rental unit. The husband had dementia and could not sleep at night. As a result, his wife's health was suffering. The Centre negotiated an agreement with the housing provider that allowed the couple to move to a subsidized unit with two bedrooms.

Settlements at mediation

Many clients choose to settle their applications rather than go through a full hearing. The terms of settlement are usually confidential and may include both individual remedies such as financial compensation, and public interest remedies, such as a revised workplace policy on harassment or accommodation of disabilities. The Centre works with applicants to seek public interest remedies that have a positive impact on others who might experience similar discrimination.

Company overhauls practices, particularly around mental health
A man was fired while on sick leave for mental health and addiction issues. He didn't know he had been fired until he returned to work with a medical note supporting his readiness for work. Sadly, he died before mediation but the Centre represented his sibling who wanted to pursue the application. During mediation, the employer made a formal apology and agreed to make significant changes to ensure that the same thing would never happen again.

The Centre negotiated an agreement that included the employer's undertaking to:

- Review all of policies to ensure that they provide specific guidance on recognizing and managing mental health issues affecting employees;
- Train all supervisors and employee relations personnel on managing mental health issues;
- Commit to ongoing management training on disability-related issues;
- Bring its employment application form into conformity with *Code* requirements, including the removal of questions requiring disclosure of disability information;
- Provide financial compensation payable directly to each of the client's surviving two children.

This is what claiming rights looks like

Dreadlocks don't fit the company image
A woman who worked at an entertainment complex was told her dreadlocks were not in line with the company's grooming policy.

The Centre negotiated an agreement requiring the company to:

- Remove the word "dreadlocks" from their grooming policy;
- Remove other references to hairstyles;
- Add information about the *Human Rights Code* to the company's website;
- Include a new section in the company's human rights training materials to deal with accommodation of an individual's hair based on ethnic origin and race.

Accessibility policy includes paying for interpreters for deaf persons
The Centre negotiated a settlement between the Canadian Club of Toronto and Gary Malkowski, Special Advisor on Public Affairs to the President of the Canadian Hearing Society (CHS).

The Canadian Club agreed to make a donation to the Canadian Hearing Society and to reimburse Mr. Malkowski for costs he had incurred when he had to bring and pay for his own interpreters. The Club also agreed to train current employees and executive members on the duty to accommodate persons with disabilities.

In addition, the Club will accommodate people with disabilities (subject to terms and conditions outlined in a detailed policy) as part of their accessibility policy:

- Deaf and hard of hearing people will be offered an English sign-language interpreter for events;
- The Club will provide volunteer support people to blind and partially sighted persons at club events;
- The Club will offer to provide blind and partially sighted persons with English-language Braille editions of its agenda for events.

Representation at hearing

When a case does not settle at mediation, it is scheduled for a hearing before the Tribunal. Here are some of the cases where the Centre represented the applicant at a hearing in 2011/12.

Stereotypes rampant in a series of bad employment decisions

Knibbs v. Brant Artillery Gunners Club, 2011 HRTO 1032 (CanLII) (http://canlii.ca/t/flmtr)

Two women were fired from their jobs as bartenders at the Brant Artillery Gunners Club. One woman was demoted from full time to part-time status while on medical leave. The second woman had her hours reduced after she became pregnant and had a temporary disability.

The Tribunal found that the terminations were tied to a poisoned and discriminatory work environment The Tribunal also found that no consideration had been given to accommodating the disability-related needs of the pregnant employee.

The Tribunal ordered Brant Artillery Gunners Club to:

- Pay monetary compensation to both women for the loss of the right to be free from discrimination;
- Compensate for lost income and for lost Employment Insurance maternity/parental benefits;
- Retain a consultant to draft a policy on harassment and discrimination, and the duty to accommodate.

This is what claiming rights looks like

Condominium ordered to make building accessible

Jakobek v. Toronto Standard Condominium Corporation No. 1626, 2011 HRTO 1901 (CanLII) (http://canlii.ca/t/fnjl3)

Mr. Jakobek lived in a condominium building that refused to allow him to park his scooter in one of the parking spots he owned. The condominium board also refused to install an automatic door opener on the doors located between the parking garage and the elevators.

Before the hearing began, the condominium board agreed to allow Mr. Jakobek to park his scooter in his parking spot and installed door openers. However, the Tribunal found that Mr. Jakobek had waited two years for action and that the condominium's responses were "untimely."

The Tribunal ordered Toronto Standard Condominium Corporation No. 1626 to:

- Make a donation to the March of Dimes;
- Ensure that the condominium's by-laws specifically permit mobility assistive devices to be parked in the parking garage;
- Complete the Ontario Human Rights Commission's eLearning module.

"Luckily they did not injure themselves seriously, but, the applicant testified, the potential for great physical harm was present."

-Vice Chair, The Tribunal

This is what claiming rights looks like

Promotion blocked because of gender

Kohli v. International Clothiers, 2012 HRTO 153 (CanLII) (http://canlii.ca/t/fpqvg)

Ms. Kohli had twice been passed over for promotion to the position of Assistant Manager at her place of employment. She was told by her employer that she was not suitable because she was a woman. When she challenged these decisions as discriminatory, she was subjected to negative treatment, violating her right in the *Code* to be free from a reprisal for trying to claim her rights.

The Tribunal ordered International Clothiers to:

- Pay monetary compensation for the loss of the right to be free from discrimination;
- Complete the Ontario Human Rights Commission's on-line human rights training and provide copies of the certificates of completion to Ms. Kohli;
- Retain an expert in human rights law to develop a comprehensive anti-discrimination policy including an internal complaints mechanism.

"I find that the applicant would have been made an assistant Manager but for the fact that she was a woman."

-Vice Chair, The Tribunal

Medical testing not justified for older worker

Tearne v. Windsor (City), 2011 HRTO 2294 (CanLII) (http://canlii.ca/t/fpfg9)

The City of Windsor offered Mr. Tearne a position as a part-time arena attendant, on a conditional basis, and then withdrew the conditional offer, citing pre-employment testing related to heart capacity.

The City argued that the job in question was a heavy one, and that necessary pre-employment testing was stopped after two attempts because of concern for his safety and well-being.

The Tribunal did not accept the City's position, finding that: "the respondents have not met their onus of establishing that the standard used in this instance is reasonably necessary to accomplish the goal of an arena attendant being able to do his or her work safely and that the respondents cannot accommodate individual capabilities and differences without incurring undue hardship."

The Tribunal accepted the evidence of the medical expert called as a witness by the Human Rights Legal Support Centre. The expert gave evidence that older adults can routinely engage in strength activities without increased risk of fatality or cardiac events.

The Tribunal found that the applicant was discriminated against on the basis of age and ordered the City of Windsor to:

- Pay monetary compensation for the loss of the right to be free from discrimination;
- Place Mr. Tearne in the job if he successfully completes the City's pre-employment testing.

Tackling systemic discrimination

Individuals who bring forward human rights claims usually hope that, by taking legal action, they can achieve changes that will prevent the same kind of discrimination from happening to someone else. This might mean, for example, a change in the way a company does business, a new anti-discrimination policy in the workplace or new rules that improve access to a government program.

When discrimination happens because of a business practice, a workplace policy or a government program, this is called "systemic discrimination" because the discrimination is not limited to a single incident or occurrence. Systemic discrimination can affect a large number of people.

When the Centre litigates a systemic discrimination case, it works with the individual applicant and with related community organizations to seek a result or remedy that will promote equality rights for a larger group. This type of remedy is often called a "public interest remedy". A public interest remedy can be achieved through settlement negotiations or by Order of the Tribunal after a hearing.

Below are some examples of public interest remedies that the Centre was able to negotiate in 2011/12.

Police Service improves access for deaf and hard of hearing Ontarians

A man who uses ASL and ASL-English interpreters was arrested after a dispute with his neighbours. On the way to the station and at the station, the man repeatedly requested an ASL Interpreter. None was provided while he was held at the station for over 3 hours. He was brought into an interrogation room and again requested an interpreter, but was instead given documents to sign. He was not told when an interpreter would be available, or if they were making efforts to locate one. His parents had also arrived at the station and were offering to help communicate, but the officer refused to allow this. He signed the papers and was released.

The police service agreed to implement a monitoring system in which all occurrences involving deaf persons are reviewed. Regular and updated training will now be provided to police officers and staff in order to better serve the needs of the deaf community.

Right to use mobility aids affirmed

The Human Rights Legal Support Centre assisted an applicant in reaching an agreement with the Ministry of Community Safety and Correctional Services in relation to its policy on inmates using assistive devices within correctional institutions. The Inmates with Disabilities (Assistive Devices) Policy affirms the Ministry's obligations under the *Human Rights Code*, including its duty to accommodate inmates with disabilities.

Inmates with assistive devices such as crutches, wheelchairs and prosthetic devices are permitted to retain the devices unless there are compelling medical, health, safety or security reasons otherwise. The correctional institution at issue adopted a new process for the consideration of the accommodation needs of inmates using assistive devices. Senior staff must be consulted and the decision, and the reasons for the decision, are to be recorded. Inmates will have access to a complaint procedure.

The Superintendent distributed a directive to all staff at the correctional institution, recognizing that accommodation needs are unique to each inmate and that each inmate is to be "accommodated in a manner that most respects their dignity while ensuring a safe and secure environment for staff and other inmates."

Tackling systemic discrimination

Employees of franchise across Ontario will benefit from training on human rights

A black man went to a convenience store in the early morning. Although he was a frequent customer, on this occasion, there was a new employee on duty. He was watched and followed as he walked around the store. When he went to the cashier with the items that he wanted to purchase, he was accused of stealing. He turned out his pockets in front of the store camera to show he did not take anything. The employee called him the n-word.

At mediation, the Centre negotiated an agreement requiring the store to:

- Train all staff to observe and uphold the *Human Rights Code* in the treatment of customers, particularly recognizing the dignity and worth of every person;
- Require all new employees in any store in Ontario to sign a new undertaking to respect and uphold the *Code* in all dealings with the public;
- Require all new employees to receive training/orientation on *Code* compliance before signing the undertaking.

Photograph, "*Respect*", generously donated by:
John Liam Kelly, unSUNG creative
Photographer and Community Consultant/Advocate

One brave student's human rights claim paves way for all transgender students

A student who was living as a male at school had a range of difficulties with school staff about his relationships, his use of washroom facilities his participation in school trips, etc. The experiences created a great deal of stress and difficulty for him throughout high school.

The Centre negotiated a settlement between the student and the Toronto District School Board. The school board created a comprehensive range of policies for the accommodation of transgendered youth, including detailed policies about: need-to-know, student records, field trips and washroom facilities. The Board also agreed to provide extensive staff training to identify and confront transphobia (fear of transgender people) in each school.

Guidelines for accommodating trans and gender non-conforming students include:

- Right to privacy: disclosure is on a strict "need-to-know" basis; students are to be asked how s/he should be referred to when the school is communicating with their parents or guardian;
- Right to use chosen name/gender in classrooms, attendance lists and activities;
- Right to change a student's Ontario Student Record (OSR) upon receipt of legal documentation of gender change;
- Right to participate in school activities and trips in chosen gender (may require accommodation in terms of private change area, for example).

Tackling systemic discrimination

Zoning buildings, not people

The Human Rights Tribunal has begun its hearing into one of four applications that were filed by the Human Rights Legal Support Centre in 2010 on behalf of eight individuals living with disabilities. The applications challenged the zoning by-laws of four Ontario municipalities (Toronto, Smiths Falls, Kitchener and Sarnia) that limited where housing is available for people with disabilities. The eight claimants launched the applications as members of the Dream Team, an organization comprised of people living with mental illness who advocate for more supportive housing for people with disabilities in Ontario.

While the zoning by-laws are supposed to regulate land use, people with disabilities are often shut out by zoning rules that explicitly limit the sites that can be used for supportive housing. Typically, group homes are subject to mandatory separation distancing provisions that prevent homes from being located within a prescribed distance from other similar housing. These applications marked the first time a legal challenge has been mounted against this kind of discriminatory by-law using Ontario's human rights system. The Centre is working with the key applicant, the Dream Team, to build community support for inclusive public policies that promote housing options for people living with disabilities.

ARCH Disability Law Centre has applied to intervene in the case against the City of Toronto on behalf of People First Ontario, an advocacy group run by and for people living with intellectual disabilities. People First Ontario can bring the voice of people with intellectual disabilities to the Tribunal and can demonstrate how restrictive by-laws have a discriminatory impact on people with intellectual disabilities.

The Ontario Human Rights Commission has also intervened in support of the Dream Team's applications. The Commission has been closely monitoring this issue across Ontario and has recently published *In the zone: Housing, human rights and municipal planning.* This is a guide that offers municipalities information about their human rights obligations when making zoning and planning decisions.

The City of Sarnia responded to the application by immediately removing all discriminatory limitations against people with disabilities. Smiths Falls and Kitchener are both considering amendments designed to bring their bylaws into conformity with the *Code*.

The City of Toronto has refused to amend its by-laws and has challenged the authority of the Tribunal to hear and decide the Dream Team case. This appears to be inconsistent with the City's Housing Charter which provides that "all residents should be able to live in their neighbourhood of choice without discrimination", an impossibility under the current by-laws.

Maximizing stretched resources

The Human Rights Legal Support Centre is dedicated to increasing access to human rights justice through innovative programs and through partnerships with legal, community and advocacy organizations.

In the face of funding realities, the Centre has taken a number of steps to maximize its service capacity and to direct and focus its resources where most needed. Some key examples include:

Enhanced emphasis on appropriate diversion and early resolution

The Centre trained front line inquiry staff to provide advice and assistance in resolving human rights issues without filing an application.

Application Clinics

The Centre developed an "application clinic" program, offered in the evening, as well as during the day, several times a year. The purpose of the clinic is to assist individuals who need general assistance, but do not require extensive one-on-one advice. Only persons with meritorious applications are referred by our helpline staff to this program.

Pro Bono lawyer panel

The Centre has established a panel of pro bono lawyers who are willing to provide, without legal fees, representation at mediation to clients referred by the Centre.

Limited retainers and continuous triage

The Centre developed an "unbundled" service model that focuses its resources on providing each individual with the level of service needed at each stage of the Tribunal`s process. Priority is given to persons who have barriers to self-representation. All retainers are limited in scope to ensure that the Centre has the flexibility, at each stage, to re-assess the merits of the application and the applicant's eligibility for further service.

Self-help and public legal education materials

The Centre has developed accessible materials to help applicants to prepare and file their own applications. Materials on substantive issues on our web site are based on topics that come up frequently on our telephone lines.

Diversion of operating funds to staffing

The Centre has closely managed its operational and administrative costs, allowing it to devote a very high percentage of its budget to staffing.

Partnerships with Legal Clinics

The Centre has provided training and legal support to legal clinics across the province in providing representation before the Tribunal and in litigating equality rights cases before other tribunals. Through partnership with local clinics, the Centre has placed its own staff in Ottawa, Sault Ste. Marie, Thunder Bay, Guelph, and Windsor.

Partnerships with Student Legal Aid Societies

The Centre has worked with Student Legal Aid Societies at the University of Toronto, York University and the University of Ottawa to train and support students to provide service to applicants at the Tribunal in appropriate cases.

Osgoode Intensive Legal Education Program

The Centre established an intensive legal education program with Osgoode Hall Faculty of Law at York University to place students at the Centre on an almost full time basis throughout the year including the summer.

Supporting Community partners

The primary mandate of the Centre is to provide legal services to persons who have experienced discrimination in Ontario. Public education about human rights and discrimination is a primary mandate of the Ontario Human Rights Commission.

The Centre engages in outreach activities in communities that are underutilizing our services because of particular barriers. The Centre also participates in community and continuing legal educational programs on human rights. We work with partner organizations, including community, labour and legal services organizations, to provide human rights advice and referrals in local communities.

"I appreciate being able to pick up the phone for a quick consultation to help my clients."

-Glen Agar, Executive Director

Clinique Juridique Grand Nord, Kapuskasking

"Working together on key issues and cases is vital if we are to effectively serve Ontarians with disabilities."

-Ivana Petricone

ARCH Disability Law Centre

"Shared training and resources and the ability to make targeted referrals increases our capacity to serve workers at risk."

-Deena Ladd

Workers Action Centre

Supporting Community Partners

The Centre would like to thank the organizations we worked with this year.

Advocacy Centre for the Elderly
Arab Community Centre
ARCH Disability Law Centre
Beendigen (Counseling) Inc. (Thunder Bay)
Canadian Hearing Society
Kinna-aweya Community Legal Clinic in Thunder Bay
Health Fair for Immigrant Workers (Harriston)
HIV and Aids Legal Clinic of Ontario (HALCO)
Industrial Accident Victims Group of Ontario(IAVGO)
Metropolitan Action Committee on Violence Against Women and Children (METRAC)
Legal Assistance Windsor
Legal Clinic of Guelph and Wellington County
Parkdale Community Legal Services
South Ottawa Community Legal Services
Newcomer Centre of Peel
Centre for Spanish-Speaking Peoples
Clinique juridique Grand Nord (Kapuskasing)
Ontario Coalition of Agencies Serving Immigrants
Ontario Native Women's Association
Ontario Network of Injured Workers
Community Legal Assistance Sarnia
Ottawa Tenants Association
Parkdale Activity and Recreational Centre
Salahuddin Mosque
Thunder Bay Friendship Centre
Tenant Duty Counsel Program of Ontario
University Settlement House
Workers' Action Centre

Getting the word out

The Centre tries to promote equality and combat discrimination by creating opportunities to bring human rights news to the attention of Ontarians.

When people read about others who have stood up for their rights, they might feel better able to deal with their own situation. And when a potential respondent to a human rights application reads about a landlord, employer or service provider who has been found to have breached the *Human Rights Code*, this may lead them to change their practices in advance of a human rights application being filed.

Human rights news items involving the Centre appeared in the following in 2011/12:

Ottawa Citizen
St. Catharines Standard
Toronto Star
Windsor Star
The Chronicle Journal (Thunder Bay)
Sudbury Star
CBC Radio
Canada First Perspective April 26, 2011
Law Times
Toronto Sun
CBC's Fifth Estate
Aboriginal Peoples Television Network
OMNI Television News
Wawatay News
Marathon Mercury
Canadian Human Resources Reporter
Canada First Perspective
Turtle Island News

Crunching the numbers

2011-2012 is the first full fiscal year since the implementation of the Centre's new case management system. The statistics below provide the most reliable picture of the Centre's services to date.

All figures below are for the period from April 1, 2011 to March 31, 2012.

25,276 answered inquiries from 18,968 individuals

12,562 new individuals received *Code*-related summary legal assistance at one or more stages of the human rights enforcement process

2,399 new individuals received in-depth legal services[2] at one or more stages of the human rights enforcement process

100 applications filed at the Tribunal by the Centre as counsel of record

278 applications where the Centre was retained to provide full representation at Tribunal mediation

Notably, the Centre increased the answer rate on its telephone helpline from 57% in 2010/11 to 81% in April 2012. We exceeded the performance target for answered calls as set in our Operational Business Plan for 2011/12[1].

230 mediations attended, with a settlement rate of 85%[3]

219 applications where the Centre was retained to provide full representation at a hearing, 101 of which settled before, at or during the hearing.

91[4] applications where the Centre attended one or more days of hearing.

[1]The Centre's Operational Business Plan set of target of 25,000 answered inquiries for 2011/12. We answered 25,276 inquiries. More significantly, a much higher percentage of calls were answered than in previous years and more callers had a human rights issue that fell within the Centre's mandate.

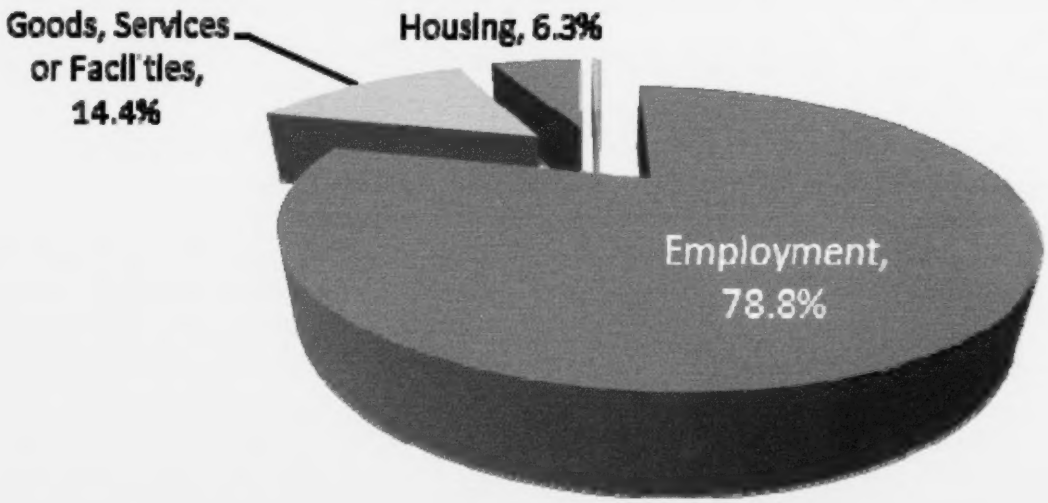
[2]In 75% of these cases, service was provided by one of the Centre's lawyers. In the remainder, service was provided through a team of Legal Services Representatives that handles urgent cases, usually where an application is facing a limitation period or other Tribunal deadline, and early settlement initiatives.

[3]The Centre's Operational Business Plan (OBP) set a target settlement rate at mediation of 70% for 2011/12. The target was exceeded by 15%. The Centre also exceeded its OBP goals for client satisfaction (see pg. 19) and for media coverage (see pg. 16).

[4]Of the 91 hearings, almost one-third were converted to mediation-adjudication hearings at the start of or during the hearing.

Crunching the numbers

Code-related inquiries by social area

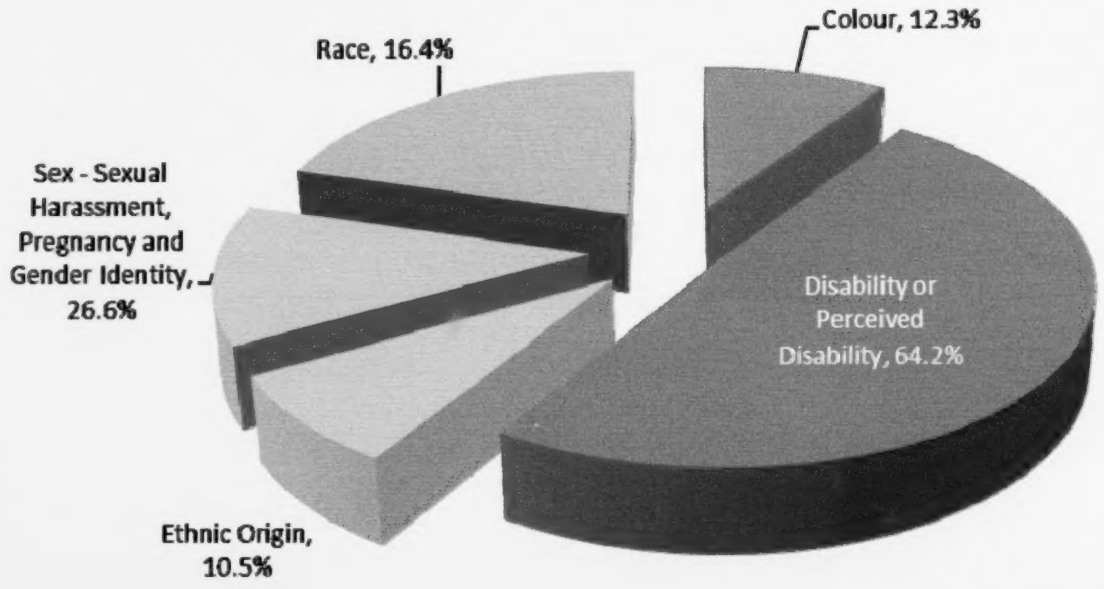


Other social areas:

Contracts, 0.2%
Membership, 0.3%

Crunching the numbers

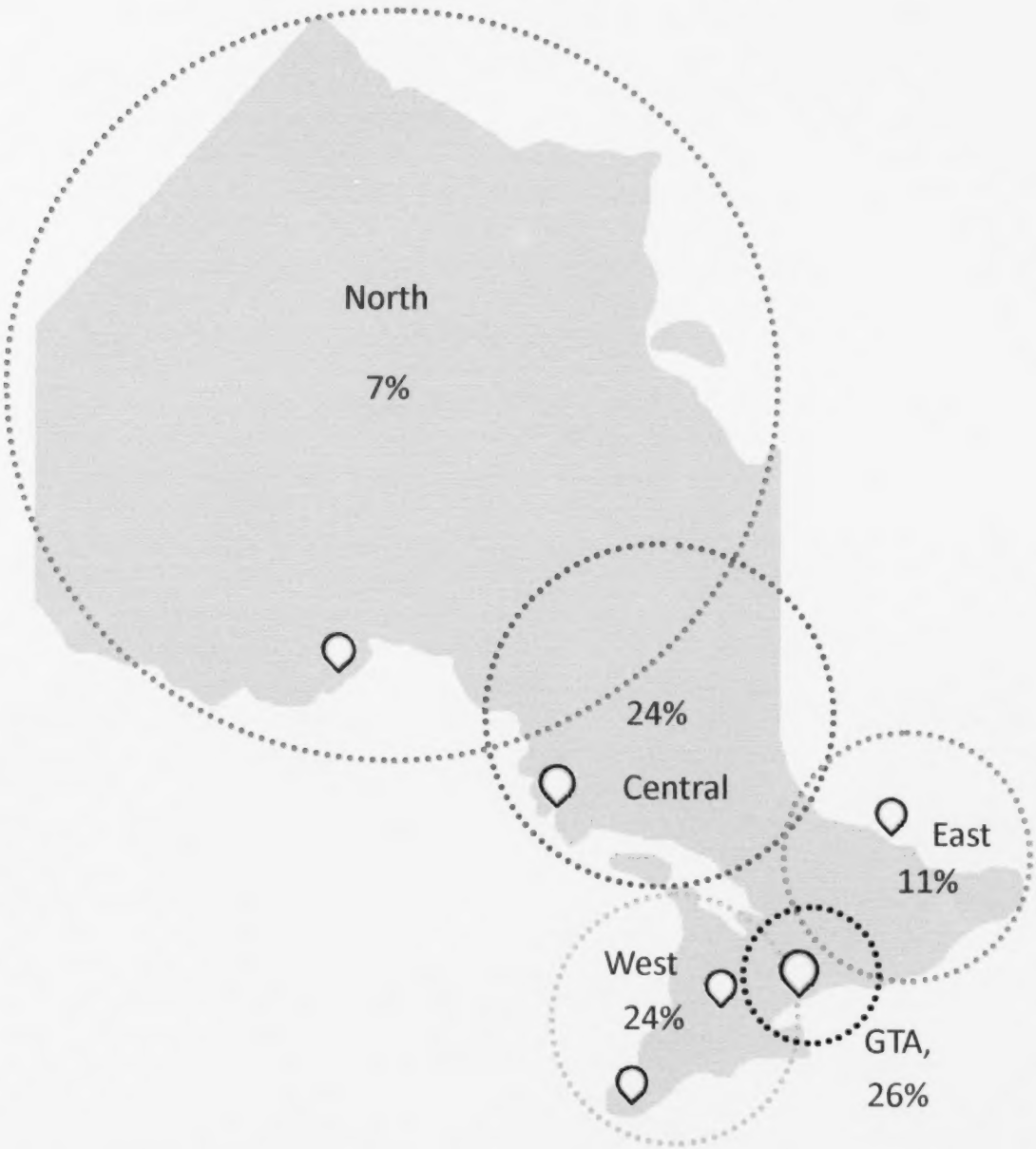
Top five grounds of discrimination - case files


Race, 16.4%
Colour, 12.3%
Sex - Sexual Harassment, Pregnancy and Gender Identity, 26.6%
Disability or Perceived Disability, 64.2%
Ethnic Origin, 10.5%

Other grounds – case files

Age, 8.1%
Ancestry, 8.7%
Association, 2.2%
Citizenship, 1.4%
Creed (e.g. Religion), 4.8%
Family Status, 4.9%
Marital Status, 1.8%
Place Of Origin, 10.0%
Receipt of Public Assistance, 0.5%
Reprisal or Threat of Reprisal, 8.2%
Sexual Orientation, 1.1%
Sexual Solicitation, Sexual Advances or Reprisals, 6.1%

Working across Ontario



In 2011-12, the Centre responded to inquiries from all areas of the province. Each year, more than 60% of inquiries have come from outside the Greater Toronto Area (GTA).

The Centre is headquartered in Toronto, and has legal staff in Guelph, Windsor, Ottawa, Sault Ste. Marie, and Thunder Bay.

Evaluating our services

Feedback surveys are provided to each client who has received legal services from the Centre, upon the closing of their file.

When asked to rate the services of the Centre, 92% of clients responded that service was "very good", while the remaining 8% responded that they considered the service "good".

The Centre received the following expressions of gratitude from our clients:

"I could not thank you enough for the comfort and support you gave me during my pregnancy. I will for sure include you in my stories to my little one as she grows older"

"Le agradesco toda la ayuda que me proporciono nunca tendre las palabras suficientes como para darle las gracias por todo lo que hizo por mi,de todo corazon se lo agradesco mucho."

"Having to go to court is really scary but you made me feel like it would be okay because I understood what I was doing. When I tell my family lawyer I don't understand what's going on she just talks like a lawyer, but you are different."

"You took the time to take me through three years of medical and legal records, and you were affirming and sensitive and stuck to the point at the same time. It is what psychiatrists should do for patients at time of discharge to help them process their experience. The meeting with you today was not stressful but therapeutic in placing structure on what I experienced over the three difficult years and finding meaning in these events."

"Thank you so much for all the time and effort that you... put in my case that had started since in 2009. I wouldn't be able to do all that were done if was not your team's wisdom, intelligence, help and support."

"I just wanted to express my appreciation for all that you have done. It was just not what you did, but the way in which you went about it – in a manner which was inclusive, consistent, and, above all, respectful. Regardless of what the outcome may have been, for the above I am most thankful."

"I am writing to you to share the good news, Me and my wife would like to express our gratitude to you for the timely help, we just received a phone call from [the school board]... that an exception has been made and our child has been admitted to the school nearest to our building, many thanks for all your support and timely intervention, it has been a great help."

"Thank you for support and understanding, being on my side in a very difficult time for me. I wish you all joy and happiness in this new chapter of your life."

"Thank you, thank you for your diligence, wisdom and care and for going the extra mile. I really appreciate the effort you are expending to protect her interests and rights."

"I think it's awesome how you help people who are discriminated against or have gone through issues that are unfair or unlawful. You were extremely appreciated yesterday. We really appreciate your dedication to our case even though it was a small case. Because of you I feel [she] will be able to heal because she was constantly stressed about what happened to her. You made her feel like her claim was valid and that ... This gives her much more self-confidence and helps her with her everyday self-esteem and it relieves her anxiety. "

What lies ahead: Ontario's Human Rights Review

In the Spring of 2011, the government of Ontario appointed Andrew Pinto to conduct a review of Ontario`s human rights system, including a review of the operations of the Human Rights Legal Support Centre. The findings of the review are expected to be released by September 2012. The Centre looks forward to reviewing the recommendations.

The scope of the review is set out in section 57 of the *Human Rights Code* which provides:

Review

57. (1) Three years after the effective date, the Minister shall appoint a person who shall undertake a review of the implementation and effectiveness of the changes resulting from the enactment of that Act.

Public consultations

(2) In conducting a review under this section, the person appointed under subsection (1) shall hold public consultations.

Report to Minister

(3) The person appointed under subsection (1) shall prepare a report on his or her findings and submit the report to the Minister within one year of his or her appointment.

The Reviewer will consider the following:

- Whether the redesigned Human Rights Tribunal of Ontario (HRTO) is providing quicker and direct access for applicants, and a fair dispute resolution process for all parties, including respondents;
- Whether the new Human Rights Legal Support Centre (HRLSC) is effective in providing information, support, advice, assistance and legal representation for those seeking a remedy before the Human Rights Tribunal of Ontario (HRTO);
- Whether the Ontario Human Rights Commission (OHRC), in its revised role, is proactively addressing systemic human rights issues through activities such as research and monitoring, policy development, and education and training;
- Stakeholder feedback: analyze and qualify perceptions and experiences of key stakeholders, human rights advocates/ experts, and the public;
- Where appropriate, the Reviewer will offer advice to the government regarding any best practices that should be supported and any advice for enhancing the effectiveness of Ontario's human rights system. Any advice developed should be cognizant of the challenging fiscal context for government and should provide corresponding costs and relative benefits.

The Centre`s submissions to Mr. Pinto can be found at:

http://www.hrlsc.on.ca/en/HumanRightsReview.aspx

Summary of Financial Position

The Centre's revenue in the 2011-12 fiscal year was $5,523,875, including $5,336,200 operational and $185,000 one-time funding from the Ministry of the Attorney General. The one-time funds were allocated for improvements to case tracking software and telephone help line systems.

Operating expenses for the year were $5,377,564. The largest expenditure was for salaries, wages and benefits, which comprised 85% of the operational budget. Costs for capital expenses (equipment, software and systems improvements) totalled $ 223,173.

As of March 31, 2012 the Centre had adequate grant revenue funds to meet commitments and cash flow requirements.

This financial statement is based on audited financial statements prepared by Hilborn Ellis Grant, Chartered Accountants. The full financial statements and audit report are available in Appendix 1.

Statement of Financial Position

As of March 31, 2012

Assets	
Current assets	
Cash	379,328
HST receivable	82,389
Prepaid expenses	128,408
Total Current Assets	590,125
Property and equipment	122,830
Intangible assets	482,668
Total Assets	1,195,623

Liabilities	
Current Liabilities	
Accounts payable and accrued liabilities	464,301
Net Assets	731,322
Total Liabilities	1,195,623

Statement of Net Assets

Net assets (deficit), beginning of year	585,011
Excess of revenues over expenditures for year	146,311
Net assets, end of year	731,322

Statement of Operations

Year ended March 31, 2012

Revenues	
Ministry of the Attorney General	5,521,200
Other income	2,675
Total Revenue	5,523,875

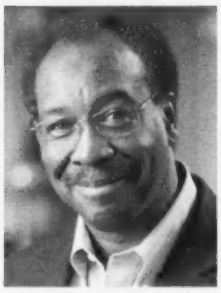
Expenditures	
Salaries and wages	3,860,963
Employee benefits	693,488
Other Direct Operating Expenses	823,113
Total Expenditures	5,377,564
Excess of revenues over expenditures	146,311

Grant Revenue Allocation

The Centre has expended grant funds received as follows:

Revenue - Ministry of the Attorney General	5,521,200
Other income	2,675
Operating expenses	(5,377,564)
Amortization included in operating expenses	191,058
Purchase of property and equipment	(223,173)
Total	114,196

Board of Directors



Patrick Case, LL.B., LL.M (Osgoode) was appointed as Chair of the Human Rights Legal Support Centre in October, 2010. He currently teaches in the department of Political Science at the University of Guelph. He teaches human rights and Charter related courses and is an Adjunct Professor at Osgoode Hall Law School. Mr. Case is also a member of the board of Facing History and Ourselves, an organization that helps educators worldwide link the past to moral choices today.

From 2006 to 2010 Mr. Case held an appointment as a Commissioner at the Ontario Human Rights Commission. He has been a trade unionist, a school trustee and a practitioner whose chief focus was serving women who were victims of male violence. Mr. Case has served as a staff lawyer in the Family Law Division at Parkdale Community Legal Services. He is the past Chair of the Canadian Race Relations Foundation, which was created as a part of the federal government's redress agreement with Japanese Canadians and has been a Co-Chair of the Equality Rights Panel of the Court Challenges Program of Canada.

Appointed October 20, 2010 to October 19, 2012

Eugenia Papageorgiou is Counsel to the Class Proceedings Committee of the Law Foundation of Ontario. Prior to this, she was Litigation Partner at McCarthy Tetrault LLP, Assistant General Counsel at York University and Assistant Crown Attorney at the Ministry of the Attorney General. Ms. Papageorgiou is the current President and a board member of the Barbra Schlifer Commemorative Clinic and a member of the Christian Development committee at Humbercrest United Church.

Appointed April 9, 2008 to April 8, 2013.

Jim Thomas is the President of the Centre for Creative Change, a change management consulting firm. He has over fourteen years of experience assisting Boards of Directors and large organizations in areas of Board effectiveness and governance. He conducts negotiations on behalf of the Ontario government and has facilitated many disputes and conflicts within the broader public sector. He is a former Ontario Deputy Minister of Labour and Management Board and is a lawyer and engineer.

Appointed December 2, 2009 to December 1, 2014.

Board of Directors

Mary Gusella has served as the Chief Commissioner of the Canadian Human Rights Commission, Canadian Chair of the International Joint Commission of Canada and the United States, a member of the Public Service Commission, President of the Atlantic Canada Opportunities Agency, and Chair and President of Enterprise Cape Breton Corporation. In addition, she was a Board member and President of the Institute of Public Administration of Canada and a member of the Canadian Human Rights Museum Advisory Committee. Ms. Gusella holds membership with the Law Society of Upper Canada and the International Commission of Jurists - Canadian Section. She has a Certificate from the Canadian Securities Institute and holds undergraduate degrees from the Universities of Toronto and Ottawa.

Appointed September 17, 2009 to November 24, 2014.

Patrick Nadjiwan is a member of the Chippewas of Nawash First Nation. Mr. Nadjiwan has practiced Aboriginal Law for the past fifteen years, providing general legal counsel to clientele of First Nations Governments, Tribal Councils, Aboriginal organizations, and Aboriginal individuals. Mr. Nadjiwan operates his own legal firm, Nadjiwan Law Office, and has diverse experience in areas such as litigation, First Nation governance, corporate governance, administrative law, employment law, and constitutional law.

Appointed September 17, 2009 to November 24, 2014.

Nancy Gignac has served as an elementary school teacher, vice-principal, and principal with the Greater Essex County District School Board. She also served as Supervising Principal of Special Education, primarily responsible for special education programs and services in both elementary and secondary schools. Ms. Gignac has been a Program Developer and Sessional Instructor with the Faculty of Education at the University of Windsor, and is currently working as a self-employed education consultant. She has served on the Board of Directors for the Windsor-Essex Children's Aid Society and the Maryvale Adolescent and Family services as both Board member and President.

Appointed September 17, 2009 to November 24, 2014.

Appendix 1 - Audited Financial Statements

HUMAN RIGHTS LEGAL SUPPORT CENTRE

FINANCIAL STATEMENTS

MARCH 31, 2012

Hilborn Ellis Grant LLP
Chartered Accountants
Toronto, Ontario

Hilborn Ellis Grant LLP
Chartered Accountants

Independent Auditor's Report

To the Director of
Human Rights Legal Support Centre

We have audited the accompanying financial statements of **Human Rights Legal Support Centre**, which comprise the statement of financial position as at March 31, 2012, and the statement of operations, statement of net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements
Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion
In our opinion, the financial statements present fairly, in all material respects, the financial position of Human Rights Legal Support Centre as at March 31, 2012 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Hilborn Ellis Grant LLP

Toronto, Ontario
September 5, 2012

Chartered Accountants
Licensed Public Accountants

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statement of Financial Position

March 31	2012	2011 (note 9)
	$	$
ASSETS		
Current assets		
Cash	**379,328**	264,742
HST receivable	**82,389**	67,796
Prepaid expenses	**128,408**	118,241
	590,125	450,779
Property and equipment (note 3)	**122,830**	168,367
Intangible assets (note 4)	**482,668**	405,016
	605,498	573,383
	1,195,623	1,024,162
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	**464,301**	439,151
NET ASSETS (note 6)	**731,322**	585,011
	1,195,623	1,024,162

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statement of Operations

Year ended March 31	2012 $	2011 $
Revenues		
Ministry of the Attorney General	**5,521,200**	5,414,900
Other income	**2,675**	153
	5,523,875	5,415,053
Expenditures		
Salaries and wages	**3,860,963**	3,909,000
Employee benefits	**693,488**	690,643
Amortization	**191,058**	129,601
Travel	**29,767**	49,673
Supplies and equipment	**127,689**	75,725
Board expenses	**29,382**	57,422
Communications	**102,906**	62,774
Province wide service delivery	**47,656**	56,939
Services	**294,655**	303,261
	5,377,564	5,335,038
Excess of revenues over expenditures for year	**146,311**	80,015

Statement of Net Assets

Year ended March 31	2012 $	2011 $
Net assets, beginning of year	**585,011**	504,996
Excess of revenues over expenditures for year	**146,311**	80,015
Net assets, end of year	**731,322**	585,011

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statement of Cash Flows

Year ended March 31	2012 $	2011 $
Cash flows from operating activities		
Excess of revenues over expenditures for year	**146,311**	80,015
Item not affecting cash		
Amortization	**191,058**	129,601
	337,369	209,616
Change in non-cash working capital items		
Increase in HST receivable	**(14,593)**	(35,279)
Increase in prepaid expenses	**(10,167)**	(16,158)
Increase (decrease) in accounts payable and accrued liabilities	**25,150**	(423,571)
	337,759	(265,392)
Cash flows from investing activities		
Purchase of property and equipment	**(33,250)**	(78,959)
Intangible assets	**(189,923)**	(83,983)
	(223,173)	(162,942)
Increase (decrease) in cash	**114,586**	(428,334)
Cash, beginning of year	**264,742**	693,076
Cash, end of year	**379,328**	264,742

March 31, 2012

1. **Nature of operations**

Human Rights Legal Support Centre ("Centre") was established December 20, 2006, as a corporation without share capital as a result of Royal Assent being granted to Section 45.11 of the Human Rights Code Amendment Act, 2006. The legislation took effect on June 30, 2008 and the Centre opened on that day.

The Centre is not a Crown agency, but is designated as an operational service agency and reports to the Ministry of the Attorney General ("MAG"). The Centre is independent from, but accountable to the Government of Ontario. Pursuant to a Memorandum of Understanding ("MOU") between the Centre and the Attorney General for the Province of Ontario the objects of the Centre are:

(a) to establish and administer a cost-effective and efficient system for providing support services, including legal services, respecting applications to the Ontario Human Rights Tribunal under Part IV of the code; and

(b) to establish policies and priorities for the provision of support services based on financial resources.

The Centre is a not-for-profit organization and as such is exempt from income taxes.

2. **Significant accounting policies**

(a) **Property and equipment and intangible assets**

Property and equipment and intangible assets are recorded at cost. The Centre provides for amortization using the straight-line method at rates designed to amortize the cost of the property and equipment and intangible assets over their estimated useful lives. The annual amortization rates are as follows:

Furniture and fixtures	5 years straight line
Computer equipment	3 years straight line
Computer software	3 years straight line
Client tracking tool	5 years straight line

(b) **Revenue recognition**

The Centre receives revenue from the MAG. The amounts are recorded as revenue when received or receivable. All of the funds received are restricted as to use for purposes set out in the MOU.

March 31, 2012

2. **Significant accounting policies (continued)**

(c) **Management estimates**

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

(d) **Financial instruments**

The financial assets and financial liabilities of the centre are classified and measured as follows:

Financial Asset/Liability	Category	Measurement
Cash	Available for sale	Fair value
Accounts receivable	Loans and receivables	Amortized cost
Accounts payable and accrued liabilities	Other financial liabilities	Amortized cost

Financial instruments measured at amortized cost are initially recognized at fair value and then subsequently at amortized cost with gains and losses recognized in the statement of operations in the period in which the gain or loss occurs.

The fair value of a financial instrument is the estimated amount that the clinic would receive or pay to settle a financial asset or financial liability as at the reporting date.

The carrying amounts of cash, accounts receivable and accounts payable and accrued liabilities, approximate fair value due to the short-term nature of these financial instruments

3. **Property and equipment**

	Cost	Accumulated Amortization	2012 Net	2011 Net
	$	$	$	$
Furniture and fixtures	4,150	1,660	2,490	3,320
Computer equipment	258,874	138,534	120,340	165,047
	263,024	140,194	122,830	168,367

March 31, 2012

4. **Intangible assets**

	Cost $	Accumulated Amortization $	2012 Net $	2011 Net $
Computer software	118,690	59,643	59,047	87,476
Client tracking tool	544,444	120,822	423,622	317,540
	663,133	180,465	482,668	405,016

5. **Capital disclosures**

The Centre's objectives in managing its capital, which it defines as its net assets, are to maintain a sufficient level to provide for normal operating requirements on an ongoing basis and to continue its objects as disclosed in note 1. The Centre monitors its capital in order to ensure that it has sufficient revenue before committing to expenditures.

6. **Grant revenue allocation**

The Centre has expended grant funds received as follows:

	2012 $	2011 $
Revenue - Ministry of Attorney General	**5,521,200**	5,414,900
Other income	**2,675**	153
Operating expenses	**(5,377,564)**	(5,335,038)
Amortization included in operating expenses	**191,058**	129,601
Purchase of property and equipment	**(223,173)**	(162,942)
	114,196	46,674

Reconciliation of net assets

	Capital $	Operating $	Total $
Net assets, beginning of year	**573,383**	11,628	585,011
Net income (loss) for year	**(191,058)**	337,369	146,311
Funds transferred to capital fund	**223,173**	(223,173)	-
Net assets, end of year	**605,498**	125,824	731,322

March 31, 2012

7. **Commitments**

The Centre has entered into commitments to lease various office equipment. Annual equipment lease payments as follows:

	$
2013	18,776
2014	10,628
2015	5,591
2016	1,526
2017	1,017
	37,538

8. **Future accounting change**

In December 2010 the Accounting Standards Board ("AcSB") issued Part III of the CICA Handbook - Accounting to provide Canadian private sector not-for-profit organizations with a new financial reporting framework for fiscal years beginning on or after January 1, 2012.

Until Part III of the Handbook is adopted, the Centre will continue to follow the pre-changeover accounting standards in Part V of the Handbook.

Management is currently evaluating the implications of Part III of the Handbook and is developing a plan to meet the timetable published by the AcSB for adoption.

9. **Comparative figures**

Certain of the comparative figures have been reclassified to conform to the current year's presentation.

We give your business a hand to succeed.

Hilborn Ellis Grant LLP
Chartered Accountants
Since 1930

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Facsimile 416-364-9503
hilbornellisgrant.com

CA

Appendix 2 - Cases

Human Rights Tribunal of Ontario (HRTO) Decisions on Human Rights Legal Support Centre (HRLSC) Cases
April 1, 2011 to March 31, 2012

A. **Definitions and Explanatory Notes**
B. **Final Decisions**
C. **Substantive Interim Decisions**

A. Definitions and Explanatory Notes

Breach of settlement is when one party does not comply with a settlement agreed upon at a mediation
Decision on remedy – deferred means that the Tribunal upheld a finding of discrimination, but was to later decide on what remedies to award a later date.
General damages are awarded for pain and suffering as a result of the discrimination
Iinterim decisions are not a final decision of the Tribunal. It usually deals with a procedural question or issues about how the case is going to proceed.
Interim Remedy is a request to the Tribunal to require that the Respondent do (or not do) something even though the case has not yet been decided (such as keep an employee's hours at the same level).
Judicial Review refers to a request to Ontario's Divisional Court to determine if a Tribunal decision was correct in law.
Merits refers to the particulars of the case and whether there is sufficient evidence or causal connection with the *Human Rights Code*.
A **public interest remedy** is a broader systemic remedy and is intended to try to prevent the discrimination from recurring in the future.
Request for Reconsideration is a request to the Tribunal to reconsider a final decision.
S. 45(1) refers to Section 45(1) of the *Human Rights Code* and the Tribunal's power to decide whether an Application has already been appropriately dealt with in another proceeding.
Special damages are awarded for particular financial losses, such as lost wages, or benefits.

B. FINAL DECISIONS

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
Boyce v. Toronto Community Housing Corp., 2011 HRTO 827	28 April 2011	Disability	Employment	Application Ggranted General damages: $4,000
Couchie v. Ontario (Municipal Affairs and Housing), 2011 HRTO 689	14 April 2011	Race, Colour, Ancestry, Place of Origin	Employment	Application Granted General damages: $20,000
M.K. v. [...] Ontario, 2011 HRTO 705	3 April 2011	Sex, Reprisal	Employment	Application Granted General damages: $40,000 Special damages: $1,228 (lost wages) Public interest remedies: within 90 days, the Respondent must: i) review a copy of the Commission's Policy on Preventing Sexual and Gender-based Harassment, ii) create a written policy for dealing with complaints of harassment at his place of business, and iii) send a copy of the written policy to the Applicant
Segal v. Toronto (City), 2011 HRTO 728	15 April 2011	Sexual Orientation	Goods, Services or Facilities	Application Dismissed (merits)
Toussaint v. Ontario (Health and Long-Term	19 April 2011	Place of Origin	Goods, Services or Facilities	Application Dismissed (merits)

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
Care), 2011 HRTO 760				
Eldary v. Songbirds Montessori School Inc., 2011 HRTO 1026	27 May 2011	Race, Colour, Ancestry, Place of Origin	Employment	Application Dismissed (merits)
Knibbs v. Brant Artillery Gunners Club, 2011 HRTO 1032	30 May 2011	Disability, Reprisal	Employment	Application Granted General damages: Applicant 1 - $20,000 Applicant 2- $13,000 Special damages: Applicant 1 - $16,083.99 (lost wages) Applicant 2 - $6,084 (lost wages) and compensation for lost Employment Insurance benefits Public interest remedies: within 90 days, the Respondent is required to: i) retain a human rights expert to develop a human rights policy ii) complete the Commission's online human rights training and iii) provide copies of the certificates of completion to Applicants
Retiounsky v. Roma Premium Meats, 2011 HRTO 1176	16 June 2011	Sex (pregnancy)	Employment	Application dismissed (merits)
Segal v. Toronto (City), 2011 HRTO 728	15 April 2011	Sexual Orientation	Goods, Services or Facilities	Application dismissed (merits)

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
M.K. v. 1217993 Ontario (Wimpy's Diner), 2011 HRTO 1362	20 July 2011	Sexual Harassment, Reprisal	Employment	Request for Reconsideration by Respondents Dismissed (Original decision found in favour of Applicant and awarded $40,000 in general damages and lost wages)
Lauzon v. Ontario Provincial Police, 2011 HRTO 1404	26 July 2011	Disability	Employment	Application Granted General damages: $8,000 Public interest remedy: Respondents must stop relying on a particular vision standard in the Constable Selection System
Service Employees International Union, Local 1 Ontario v Human Rights Tribunal of Ontario and Megan Barker, Court File No. 607/10 (Ont. Div. Ct.)	15 June 2011	Disability	Employment	Applicant withdrews application. Respondent decided not to pursue its application for Judicial Review of Interim Decision in *Barker v. Service Employees International Union*, 2010 HRTO 1921 because of the withdrawal
Kotsopoulis v. Casino Rama Services Inc., 2011 HRTO 811	21 April 2011	Sex (transgender)	Goods, Services or Facilities	Application Dismissed (delay)
Kohli v. International Clothiers, 2012 HRTO 21	5 Jan. 2012	Sex	Employment	Application Granted Decision on remedy - deferred (see below)

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
Kohli v. International Clothiers, 2012 HRTO 153	19 Jan. 2012	Sex	Employment	General damages: $12,000 Special damages: $23,586.59 (lost wages) Public interest remedies: within 60 days, Respondents required to: i) complete the Commission's online human rights training and provide copies of the certificates of completion to Applicant, and within 90 days ii) required to retain a human rights expert iii) develop a human rights policy and iv) internal complaints process
Thai v. Hing Loong Investments Ltd., 2011 HRTO 2227	9 Dec. 2011	Disability	Goods, Services or Facilities	Application Granted General damages: $2,500 Public interest remedies: Within 90 days, Respondent must review Commission's policy on duty to accommodate and complete Commission's Human Rights 101 online training module.

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
Frankson v. WSIB (Workplace Safety and Insurance Board), 2011 HRTO 2107	22 Nov. 2011	Disability	Employment	General damages: $5,000 Public interest remedy: WSIB must amend its Labour Market Re-Entry (LMR) policy so that any references to non-work related disabilities include non-physical disabilities, such as a learning disability
Medeiros v. Cambridge Canvas Centre, 2011 HRTO 1519	15 Aug. 2011	Sexual Harassment	Employment	Application Granted - Breach of Settlement Upheld General damages: $5,000 Special damages: $1,500 Public interest remedy: The Respondents will undertake human rights training as agreed to under the Minutes of Settlement, dated February 26, 2010 and provide written confirmation of completion to counsel for the applicant

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
Ivancicevic v. Ontario (Consumer Services), 2011 HRTO 1714	19 Sept. 2011	Disability	Goods, Services or Facilities	Application Granted (in part) No monetary damages Public interest remedy: The provincial regulation not allowing a person with medical marijuana in a licensed premises was held to be invalid
Knibbs v. Brant Artillery Gunners Club, 2011 HRTO 2005	4 Nov. 2011	Disability, Reprisal	Employment	Request for Reconsideration by Respondent – Dismissed
Ornelas v. Casamici Restaurant, 2011 HRTO 1531	16 Aug. 2011	Sexual Harassment	Employment	Request for Reconsideration by Applicant – Dismissed
King v. Enersource Hydro Mississauga, 2010 HRTO 699	30 March 2010	Race	Accommodation	Application Dismissed (merits)
M.O. v. Ottawa Catholic District School Board, 2010 HRTO 1754	26 Aug. 2010	Disability	Goods, Services or Facilities	Application Granted General damages: $10,000 Special damages: $0.48/km for the return distance between Applicant's home and Learning Centre, multiplied by 194 days (travel expenses)

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
O'Brien v. Organic Bakery Works Inc., 2012 HRTO 457	5 March 2012	Disability	Employment	Application Granted. General damages: $13,000 Special damages: $6,273.75 (lost wages) Public interest remedy: Within 60 days, Respondent is required to complete the Commission's Human Rights 101 online training module and confirm to Applicant that he has done so
Thai v. Hing Loong Investments Ltd., 2012 HRTO 574	20 March 2012	Disability	Goods, Services or Facilities	Request for Reconsideration (as to General damages and liability of second Respondent) – Dismissed Request for Reconsideration, as to public interest remedy – Granted: Within 90 days, Respondent must ensure that the entrance to the store is accessible and barrier free to individuals with disabilities who use scooters
Griffiths v. Children's Aid Society of Toronto, 2011 HRTO 1684	13 Sept. 2011	Disability	Employment	Request to withdraw Application (on consent of both Parties) Request to Re-activate Application following Deferral (on consent of both Parties) – Granted in *Griffiths v. Children's Aid Society of Toronto*, 2011 HRTO 1685

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
Jakobek v. Toronto Standard Condominium Corporation No. 1626, 2011 HRTO 1901	21 Oct. 2011	Disability	Accommodation	Application Granted General damages: $5,000 to charitable cause Public interest remedies: i) Respondents must review Commission's policy on duty to accommodate and complete Commission's Human Rights 101 online training module ii) Respondent must amend condominium's by-laws to allow for mobility assistive devices to be parked in the parking garage
1147335 Ontario Inc., o/a Weston Property Management v. Torrejon, 2012 ONSC 1978	27 March 2012	Disability	Employment	Judicial Review Application (by the Respondent) Dismissed , ($7,000 in costs) Original Application in *Torrejon v. 1147335 Ontario*, 2010 HRTO 1513: General damages - $20,000 Special Damages - $2,640 (lost wages)]

	Decision Date	Ground(s)	Social Aarea	Result/Remedy
Selective Personnel Limited v. Thompson, Court File No. 585/09 (Unreported)	27 April 2011	Disability	Employment	Judicial Review (by the Respondent): Application Dismissed ($1,500 in costs) Original Application in *Thompson v. Selective Personnel*, 2009 HRTO 1224HRTO General damages - $3,000 Public interest remedy: Respondent required to remove offending question about psychiatric care from its employment application form

C. SUBSTANTIVE INTERIM DECISIONS

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Byaruhanga v. Toronto Police Services Board, 2010 HRTO 2273	16 Nov. 2010	Race, Colour, Ancestry, Place of Origin	Goods, Services or Facilities	Request to dismiss (abuse of process) – denied
Lavallee v. Metro Ontario, 2011 HRTO 890	6 May 2011	Disability, Age, Record of Offences, Reprisal or Threat of reprisal	Employment	HRTO defers application on its own initiative, pending the conclusion of the Applicant's WSIB claim
Wang v Delta Chelsea Ltd., 2011 HRTO 1161	20 June 2011	Disability	Employment	Request to Intervene by Union Applicant consents to Respondent's Request to Defer (s. 45.1)
Ewing v. Thunder Bay Police Services Board, 2011 HRTO 1066	3 June 2011	Age, Disability	Employment	Request to Amend Application – granted

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Loney v. Combusco Enterprises, 2011 HRTO 1050	2 June 2011	Sex, Reprisal	Employment	Requests to Amend - granted
Claybourn v. Toronto Police Services & TPS Board, 2011 HRTO 1406	27 July 2011	Race, Colour, Sexual Orientation, Age	Goods, Services or Facilities	The issue of the application of s. 45.1 in the context of the *Police Services Act* is a significant one, and therefore, the HRTO on its own initiative requests whether the OHRC and the Office of the Independent Police Review Director would like to intervene.
D.H. v. Splash International Marketing Inc., 2011 HRTO 1190	21 June 2011	Sexual Harassment	Employment	Request to dismiss (s. 45.1) – denied
Trowell v. 6286160 Canada Limited, 2010 HRTO 859	20 April 2010	Sex (pregnancy)	Employment	HRTO on its own initiative determines the following: 1) Whether Application against Corporate Respondent is stayed because of a bankruptcy proceeding – *Code* proceedings stayed pursuant to s. 49 of *Bankruptcy and Insolvency Act*. Applicant has one year to advise whether she has lifted the stay or taken other steps to enable her Application against Corporate Respondent to proceed. 2) Whether Application against Personal Respondent should be dismissed – dismissed (lack of correct address).

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Higgins v Humber River Regional Hospital, 2011 HRTO 1074	6 June 2011	Race, Colour, Ancestry, Place of Origin, Citizenship, Ethnic Origin	Goods, Services or Facilities	Request to Amend - granted Request for Organizational Respondent to produce all hospital records pertaining to treatment of Applicant - granted
Aslett v. Homewood Health Centre Inc., 2011 HRTO 1489	10 Aug. 2011	Creed	Goods, Services, or Facilities	Request to Amend - granted
Erskine v. Anchor Inn, 2011 HRTO 797	20 April 2011	Age	Employment	Request to Amend - granted
CAW-Canada v. Presteve Foods Ltd., 2011 HRTO 1581	24 Aug. 2011	Race, Colour, Ancestry, Place of Origin, Citizenship, Ethnic Origin, Sex (harassment)	Employment	Request for HRLSC to Intervene - granted
CAW-Canada (Group of employees) v. Presteve Foods, 2011 HRTO 2025	8 Nov. 2011	Race, Colour, Ancestry, Place of Origin, Citizenship, Ethnic Origin, Sex (harassment)	Employment	Respondent consents to Applicant's request to produce transcripts of preliminary hearings in the criminal matter and all other arguably relevant documents

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
A.D. v. Club Cranberry Vacations, Inc., 2011 HRTO 2004	4 Nov. 2011	Disability	Employment	Applicant consents to Respondent's Request to produce the following documents: tax returns, passport, prescription records, and OHIP summary Respondent's Request to Produce all medical records from 2007 to the present and a list of all occasions Applicant travelled outside her city of residence since March 2010 – denied HRTO directs Respondent to confer with Applicant before renewing any Requests to Produce
Dream Team v. Toronto (City), 2012 HRTO 25	5 Jan. 2012	Disability	Accommodation, Goods, Services or Facilities	Request for Early Dismissal (lack of jurisdiction; no *prima facie* case) – Denied. Request to Amend by Applicant – Damages
Seberras v. Workplace Safety and Insurance Board, 2012 HRTO 115	17 Jan. 2012	Disability	Goods, Services or Facilities	HRTO on its own initiative determines that it has jurisdiction over the application. HRTO directs any intervenors to advise it of any intent to intervene on the merits of the application.
Wilberforce v. Lennox and Addington Family and Children's Services, 2011 HRTO 1764	27 Sept. 2011	Disability, Sex, Sexual Solicitation, Reprisal	Employment	Request to Dismiss (s. 45.1; abuse of process) – Denied.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
GG v. 1489024 Ontario (Image Printing & Signs), 2012 HRTO 135	17 Jan. 2012	Sex, Sexual Solicitation	Employment	Request for Order During Proceedings (abuse of process) – Granted in part. Findings of fact and verdict from criminal proceeding accepted. Applicant must, however, prove discrimination under the *Code* against all Respondents.
Kelly v. CultureLink Settlement Services, 2011 HRTO 1948	27 Oct. 2011	Disability	Employment	Applicant's Request to Produce arguably relevant documents in Corporate Respondent's possession – Damages
Prelogar v. Fine Line Imports Inc., 2011 HRTO 1458	3 Aug. 2011	Sex (pregnancy)	Employment	Request to Dismiss (s. 45.1) - Denied.
White v. 529204 Ontario, 2011 HRTO 1814	5 Oct. 2011	Disability, Age	Employment	HRTO grants the request by parties to have some witnesses testify by teleconference call. HRTO denies Applicant's request to have the polygraph examiner testify at the hearing and determines that the polygraph report is inadmissible.
XY v. Toronto Housing Connections, 2011 HRTO 1989	2 Nov. 2011	Disability	Accommodation, Goods, Services or Facilities	Request to Amend by Applicant – Damages
Islam v. Big Inc., 2012 HRTO 64	11 Jan. 2012	Race, Colour, Ancestry, Place of Origin, Ethnic Origin, Creed and Reprisal	Employment	Request to Consolidate cases by Respondents – Damages

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Mounir v. Brampton Neighbourhood Resource Centre, 2011 HRTO 1964	31 Oct. 2011	Disability, Reprisal	Employment	HRTO directs Organizational Respondent to notify all of its current status and whether a stay is in effect with respect to the proceeding before the Tribunal against it.
Mounir v. Brampton Neighbourhood Resource Centre, 2012 HRTO 549	16 March 2012	Disability, Reprisal	Employment	Request for Adjournment by Applicant – Damages Applicant and Personal Respondent have agreed in principle to settle the case.
Malik v. 440 Rathburn (Etobicoke) Ltd., 2011 HRTO 1955	28 Oct. 2011	Place of Origin, Family Status	Accommodation	Request to Amend by Applicant – Damages
Qiu v. United Wings Enterprise, 2012 HRTO 183	24 Jan. 2012	Sex, Sexual Solicitation	Employment	Request for Adjournment by Respondent – Damages
Vanstone v. Mid-Huron Landfill Site Board, 2011 HRTO 2104	22 Nov. 2011	Sexual harassment	Employment	Request to Amend by Applicant – Damages Applicant's Request to Produce the minutes of Board meetings and the personnel file of Personal Respondent – Denied for now.
Robinson v. United Steelworkers, 2010 HRTO 2498	16 Dec. 2010	Sex, Sexual Solicitation, Reprisal	Employment	Request to Dismiss in part (delay) - Denied. Request to Amend by Applicant – Damages Respondent's Request to Produce medical records – Denied for now.
Bonnett v. Toronto Police Services Board, 2011 HRTO 1666	8 Sept. 2011	Ancestry, Colour, Place of Origin, Ethnic Origin	Goods, Services, or Facilities	Requests to Amend by Applicant – Damages

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Mughal v. 2138894 Ontario Inc. , 2012 HRTO 425	28 Feb. 2012	Disability	Employment	Request to Defer by Respondent (s. 45.1) – Damages
Bishop v. Grand Erie District School Board, 2011 HRTO 1998	3 Nov. 2011	Disability	Employment	Request to Intervene by Union – Damages Request to Dismiss (s. 45.1, abuse of process) – Will be dealt with at preliminary hearing.
Kovacevic v. ECE Distribution, 2012 HRTO 390	24 Feb. 2012	Sexual Harassment, Reprisal	Employment	Request to Amend by Applicant – Damages
Chung v. Angela Wai Ching Luk Fung, 2012 HRTO 305	14 Feb. 2012	Sexual Harassment, Reprisal	Employment	Request to Amend by Applicant – Damages HRTO directs Respondents to provide the last known address of Personal Respondent.
Keefer v. 54 Rideau Terrace Investments, 2012 HRTO 224	31 Jan. 2012	Disability	Accommodation	Request for Interim Remedy (temporary ramp) – denied
Khatkur v. Peel District School Board, 2012 HRTO 472	6 March 2012	Race, Colour, Place of Origin, Ethnic Origin, Reprisal	Employment	Request to Dismiss in part (delay) – Damages Request to Dismiss (no reasonable prospect of success) – Denied.
Parris v. Canada's Wonderland Company, 2012 HRTO 249	3 Feb. 2012	Race	Employment	Requests to Amend by Applicant – Damages
Schreiner v. A.G. Simpson Automotive Inc., 2011 HRTO 1355	18 July 2011	Disability	Employment	Request to Intervene by Union – Damages Request to Dismiss (s. 45.1, abuse of process) – Will be dealt with at the hearing.
Thompson v. 1552754 Ontario Inc., 2012 HRTO 225	31 Jan. 2012	Disability	Employment	Request to Amend by Applicant – Damages

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Thompson v. CF Industries, 2011 HRTO 2262	16 Dec. 2011	Sex	Employment	Request to Amend by Applicant – Damages
Wright v. Dhawan, 2011 HRTO 739	18 April 2011	Sexual Harassment, Reprisal	Employment	Respondent makes a Request to Produce documents from third parties (Crown and Toronto Police Services) relating to other, similar complaints filed by the Applicant. Applicant opposes Request, and HRTO requests further submissions from the parties.
Wright v. Dhawan, 2011 HRTO 1047	1 June 2011	Sexual Harassment, Reprisal	Employment	HRTO requests responses from the third parties re: their position on Respondent's Request to Produce Crown Brief.
Wright v. Dhawan, 2011 HRTO 1807	5 Oct. 2011	Sexual Harassment, Reprisal	Employment	Applicant and the third parties consent to Respondent's Request to Produce Crown Brief.
Wright v. Dhawan, 2012 HRTO 103	17 Jan. 2012	Sexual Harassment, Reprisal	Employment	Respondent's Request to Produce undisclosed documents in the Crown Brief – Denied.
Meak v. Ottawa Mould Craft Ltd., 2011 HRTO 1789 (retained for ghost submissions, HRLSC not on record)	3 Oct. 2011	Sex (fertility treatment)	Employment	Request to Amend by Applicant – Damages
Claybourn v. Toronto Police Service, 2011 HRTO 1904	20 Oct. 2011	Race, Colour, Sexual Orientation, Age	Goods, Services, or Facilities	Requests to Intervene by Legal Clinics, OHRC, and Independent Police Review Director – Damages
Ferguson v. Toronto Police Services Board, 2011 HRTO 722	14 April 2011	race, colour, ethnic origin, ancestry, and place of origin	Goods, Services, or Facilities	Request for Extension (to file response) by Respondent – Damages
Ferguson v. Toronto Police Services Board, 2011 HRTO 1785	30 Sept. 2011	race, colour, ethnic origin, ancestry, and place of origin	Goods, Services, or Facilities	Request to Dismiss (s. 45.1) – Will be dealt with at preliminary hearing.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Jacques v. The Dominion of Canada General Insurance Company, 2012 HRTO 504	9 March 2012	Disability	Contract & Goods, Services, or Facilities	Request to Dismiss (no reasonable prospect of success) – Denied.
Oliver v. South Simcoe Police Services Board, 2011 HRTO 1662	8 Sept. 2011	Ancestry, Creed, Reprisal	Employment	Request to Re-Activate Deferred Application – Applicant required to file affidavit re: delay. Request to Dismiss (s. 45.1, abuse of process) – Denied.
Oliver v. South Simcoe Police Services Board, 2011 HRTO 2095	18 Nov. 2011	Ancestry, Creed, Reprisal	Employment	Request by Respondent to have HRTO staff member give evidence at hearing – Denied.
Patterson v. Mississauga (City), 2012 HRTO 598	23 March 2012	Colour, Age, Reprisal	Employment	Request to Dismiss (delay) – Denied.
Kohli v. International Clothiers, 2011 HRTO 1687	13 Sept. 2011	Sex	Employment	Request to Amend by Applicant – Damages
Correia v. Ombudsman (Ontario), 2012 HRTO 501	9 March 2012	Disability	Employment	Request to Amend by Applicant – Damages Request to Intervene by Union –Parties are required to respond to the Request if they oppose it.
Tapia v. Jones Lang Lasalle Real Estate Services Inc., 2011 HRTO 1638	1 Sept. 2011	Sex, Sexual Solicitation	Employment	HRTO directs Corporate Respondent to file response.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
G.M. v. Ariss Place Residential Care and Treatment, 2012 HRTO 367	22 Feb. 2012	Disability	Goods, Services or Facilities	HRTO determines Applicant's mother should continue to be the litigation guardian because there is no demonstrated conflict of interest since the mother's involvement with the Children's Aid Society has concluded.
Yuill v. Canadian Union of Public Employees, 2012 HRTO 366	22 Feb. 2012	Disability or Perceived Disability	Accommodation	HRTO appoints Applicant's sister as litigation guardian because there is no demonstrated conflict of interest.
Simard v. Nipissing Condominium Corporation No. 4, 2011 HRTO 1554	18 Aug. 2011	Family Status	Accommodation	Request to Amend by Applicant – Granted in part. Ground of reprisal added, and grounds of marital status and age are not appropriate to add. Request to Dismiss (s. 45.1, abuse of process) – Granted in part. Family status allegation is dismissed.
Griffiths v. Children's Aid Society of Toronto, 2011 HRTO 1685	13 Sept. 2011	Disability	Employment	Request to proceed with one of two applications, Damages
Pilkey v. Guild Automotive Restorations Inc., 2012 HRTO 209	27 Jan. 2012	Sex, Family Status, Reprisal	Employment	Requests to Amend by Applicant – Damages Request for Adjournment by Respondent – Denied.
Di Virgilio v. 1210670 Ontario Inc., 2012 HRTO 571	19 March 2012	Disability or Perceived Disability	Goods, Services, or Facilities	Request by Applicant to withdraw application against certain Respondent – Damages

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ISSN 1923-0389